

1. Key Contacts

The centre director (Mark Stavers) is the main contact for child protection issues. He can give you a CRB form, validate completed ones and send the forms off: Mark also receives all returned disclosure forms and will approve each worker. Mark attends an annual review meeting with other child protection co-ordinators across GFC. Ask him if you have any child protection questions or comments. He can be contacted on 2048 3344 or at mark.stavers@thegate.org.uk.

People to contact if you suspect any child protection issues or allegations of abuse: Norman Adams (07812 163220 / 029 2049 7428) or Gill Richardson (07748638662 / 20736967). They will also perform an annual audit of this policy and our compliance.

In emergency contact Cardiff County Council Social Services Emergency Child Protection Services: 2039 6873 or 2087 2000.

We use CCPAS (Churches' Child Protection Advisory Service) which is an umbrella organisation, which processes disclosures (Police checks) through the CRB. They also give us advice on all areas of child protection.

2. Aims and Objectives of this Policy

We have a collective duty to protect and safeguard the welfare of all minors (anyone under the age of 18) who are entrusted to us. Similarly we have a duty to ensure that no adult puts themselves in a situation where their conduct in relation to minors could be questioned. We also recognise our responsibility to prevent the abuse of minors and to report any abuse which is discovered whether it occurs on our premises or elsewhere.

This document sets out our aims and then provides procedures and guidelines for good working practices, which should ensure that we are effective in meeting our obligations. This policy is based on the recommendations of the Churches' Child Protection Advisory Service (CCPAS) and a copy is filed with the CCPAS.

We recognise the importance of the family and seek to work in co-operation with parents/guardians/schools in meeting physical, intellectual, emotional and spiritual needs of their babies, children and young people. We are committed to supporting, resourcing and training our staff who work with minors and to provide supervision for their work.

We aim to enrich all people's lives through a programme of arts based activities that serve the local community and affirm our values of grace, servant-hood, valuing individuals, professionalism, creativity, humour and integrity. Our work with babies, children and young people is in line with these aims.

Minors will be treated with dignity and respect in an age-appropriate manner, which includes being prepared to listen to them. We will deal with minors who have special needs on a case by case basis – typically by means of a discussion between the parent, minor, centre director and staff members involved in the activity.

3. Responsibilities of Staff, Managers and Tutors

In this policy the term "staff" is used to cover all staff, managers, volunteers, tutors etc who run activities on behalf of The Gate.

We have taken a risk-based approach to this policy and have decided that all tutors who work with minors and all duty managers must

- Read this policy and return the appointment form
- Complete a CRB form
- Attend the next training session

If you are not known to The Gate already you will also need to provide details of a referee who can testify to your character.

In the rare occasion that someone other than the tutor has to interact with children on their own (eg to cover a class whilst a child is taken to the toilet by the tutor, or to care for a child whilst they are waiting for their parent to arrive) this must be done by a Duty Manager who has been trained and CRB checked.

Staff are not expected to take responsibility for making decisions or act alone. You may talk to

the centre director or child protection team at any point for help.

Volunteers and Gateway Programme participants will only be trained and CRB checked if they participate in programmes with children. Interns will be trained and checked by Going Public.

4. Getting a CRB Check

Get a form from The Gate and complete it. Bring it back with the following ID:

- Passport, UK Driving Licence (photo card or paper), Original UK Birth Certificate, Valid photo identity card.
- Non-original Birth Certificate, Marriage Certificate, P45 or P60 (less than 12 months old), Bank statement, Utility bill at your current address, TV licence, Document from Benefits agency; Employment Service; Inland Revenue, Vehicle registration document.

You need one category 1 document plus two other documents of any type or five documents from group 2.

You will receive a copy of the disclosure after four to five weeks. We will also receive a copy, so you don't need to bring your copy in for us. We will keep a photocopy of your CRB application on file until the disclosure has been returned. We will then destroy the application. We will keep your disclosure for six months before destroying it. We will also record the date you have undertaken training. All of this information will be kept securely and only revealed to the centre director and child protection officers.

5. Training

We will provide child protection training twice a year. You must attend once within six months of starting at The Gate. If you fail to attend you will not be allowed to continue. You will have to redo your training every three years. If you have up to date training at Glenwood Church you will not need to undertake our training.

6. One-off Events

People who will be involved in a one off activity may provide a copy of a CRB check in the last two years and need not attend the training session, but must comply with the other requirements.

7. Consent Forms

Each parent will have to complete one of The Gate's standard consent forms when they book

any activity. These consent forms will kept securely.

In groups where it is difficult to obtain consent from all minors, a minimum of information is to be verbally obtained – such as address and telephone number. Note this on a consent form and then later check via a telephone call.

8. Supervision Ratios

All activities should have the following ratio of adult leaders: minors

0-2 years	1:3
3-8 years	1:8
9-17 years	2:20

All minors must be supervised at all times. We do not undertake mentoring or any activity with just one adult and one child.

9. Access to Groups

The only people allowed into an activity are the workers assigned to that group and a parent/carer who needs to be present for their child. There should not be free access for other adults or children unless there is a specific reason. Children's parents and visitors may attend with the duty manager's permission but only to observe, they may not have direct contact with children.

10. Registers

Always keep a register of those children/young people attending a group, together with helpers and leaders.

11. Physical Contact

Physical contact between an adult and a child/young person is healthy and acceptable in public places in the right context but should be avoided if an adult and child/young person are alone. Touch should only be for the benefit of the child/young person and must be age appropriate. Be sensitive to the needs of the child/young person.

Avoid any physical contact that is or may be thought to be sexually provocative. You must never engage in any behaviour which might allow a sexual relationship to develop. Never use physical force to control or discipline. It may be necessary to restrain a child/young person for their own protection or that of others in which case only the minimum force necessary should be employed, please refer to training for guidelines.

If you observe inappropriate behaviour in another worker you should share your concerns with the centre director or child protection team immediately.

12. Taking Minors Out of The Gate

Activities are not to be undertaken away from The Gate and children and young people are never to be transported by volunteers, staff or tutors at The Gate.

13. Email, Messaging, Texting etc

We do not provide access to the Internet for any minors.

If staff use emails, texts etc then all minors must be treated equally, i.e. communication should not be less for those who don't use computers or mobile phones.

Staff should log any significant messages sent or received by any means (eg text, email, messaging). All communications in chat rooms or messaging systems must be saved as a text file and the minor must be informed of this. Language must be clear and not open to misinterpretation.

Minors under 12 years must never be added as "friends" on social networking sites. Those between 12 and 18 must only be added with parental permission.

Never communicate with minors after 10pm. Staff are reminded that if they receive any information indicating a minor may be at risk they have a duty to report it immediately.

14. Photos and Videos

Photos and videos will only be made with minors whose parents have signed the appropriate section of our consent form. Care must be taken to exclude any minors this does not cover.

Any photos or videos taken at The Gate must only be stored on our computer server. Access to these photos will be limited to CRB checked staff.

15. Reception

Reception will always be staffed whenever there are young people in the building. We will work towards this always being a CRB checked person.

No baby/child/young person should leave the building without a responsible/known adult unless a letter of consent has been provided by the parent/guardian to indicate that the child is permitted to walk home.

16. Toilet Rules

Babies and toddlers (0-4 years) are not left in our care at any time. Any groups we run for those ages are for parent and child so it is their responsibility to look after their child.

We do not look after any children aged 4+ who are not toilet trained (ie cannot go to the toilet on their own).

However, children aged 4-8 will need escorting to the toilet if they need to go whilst in our care. This is what you should do:

- An adult leader must not be in the toilet area with a minor – either use an alternative toilet or wait until the child has left.
- Walk the infant to the toilet,
- Wait outside the toilet in the hallway, holding the door open, so that the worker can talk with the infant but not see them
- At no point should the worker enter the toilet cubicle with the child.
- If the child needs help doing up trouser buttons or zips, whilst maintaining the child's dignity, call them into the more public space of the hallway where the worker is waiting and help the child dress themselves – under no circumstance should the leader enter toilet room or cubicle with the child.

17. Health and Safety

The Gate is responsible for providing a clean, warm, ventilated and safe area for all activities. We have a full health and safety policy and a regularly updated risk assessment.

However, staff must immediately report any concerns they have to the duty manager. In particular if they see anything unsafe or any escape routes that are blocked.

18. First Aid

First Aid Boxes are kept in the cafe bar and at reception. There is always a trained first aider in the building.

19. Evacuation and Fire

Staff should always be aware of the fire escape routes from rooms they are using. There are signs in each room advising them of these routes. If the alarm sounds staff should immediately evacuate the minors in their care, taking the register with them and await further instructions from the duty manager.

20. Accidents

All accidents must be reported to the duty manager who will record them appropriately on forms kept at reception. All accidents are reviewed and reports kept permanently.

21. What is Abuse?¹

Somebody may abuse or neglect a child by inflicting harm or by failing to act to prevent harm.

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocation or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes ill health to a child whom they are looking after. This is commonly described using terms such as fictitious illness by proxy.

Emotional abuse is the persistent emotional ill treatment of a child/young person such as to cause severe and continuous adverse effects on the child's/young person's emotional development. It may involve conveying to children/young people that they are worthless or unloved, inadequate or valued only so far as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on children/young people. It may involve causing children/young people to feel frightened or in danger, or the exploitation or corruption of children/young people. Some level of emotional abuse is involved in all types of ill treatment of a child/young person, though it may occur alone.

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child/young person is aware of what is happening. The activities may involve physical contact, including penetrative (e.g. rape or buggery) or non-penetrative acts. They may include non-contact activities, such as involving children/young people in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging to behave in sexually inappropriate ways.

Neglect is the persistent failure to meet a child's/young person's basic physical and/or psychological needs, likely to result in the serious impairment of the child's/young person's health or development. It may involve a parent or carer failing to provide adequate food, shelter and clothing, failing to protect a child/young person from physical harm or danger, or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's/young person's basic emotional needs.

¹ The following definitions are recommended by the Department of Health, Department for Education and Skills and the Home Office.

22. Recognising Abuse

The following signs may suggest that abuse has taken place.

Physical Signs Of Abuse

- Any injuries not consistent with the explanation given
- Injuries that occur to the body in places not normally exposed to falls, rough games, etc
- Injuries that have not received medical attention
- Neglect- under nourishment, failure to grow, constant hunger, stealing or gorging food, untreated illnesses, inadequate care, etc.
- Reluctance to change for or participate in games or swimming
- Bruises, bites burns, fractures etc. which do not have an accidental explanation
- Cuts/scratches/substance abuse

Emotional Signs Of Abuse

- Changes or regression in mood or behaviour, particularly where a child/young person withdraws or becomes clinging. Also depression/aggression, extreme anxiety.
- Nervousness, frozen watchfulness
- Obsessions or phobias
- Sudden under-achievement or lack of concentration
- Inappropriate relationships with peers and/or adults
- Attention-seeking behaviour
- Persistent tiredness
- Running away/ stealing/ lying

Indicators Of Possible Sexual Abuse

- Any allegations made by a child/young person concerning sexual abuse
- Child/young person with excessive preoccupation with sexual matters and detailed knowledge of adult sexual behaviour, or who regularly engages in age-inappropriate sexual play
- Sexual activity through words, play or drawing
- Child/young person who is sexually provocative or seductive with adults
- Inappropriate bed-sharing arrangements at home
- Severe sleep disturbances with fears, phobias, vivid dreams or nightmares, sometimes with overt or veiled sexual connotations

23. Responding to a Minor wanting to talk about abuse

- Listen
- Show acceptance of what the child says
- Keep calm
- Look at the child/young person directly
- Be honest
- Tell the child/young person you will need to let someone else know- don't promise confidentiality
- Even when a child/young person has broken a rule they are not to blame for the abuse
- Be aware that the child/young person may have been threatened or bribed not to tell
- Never push for information. If the child/young person decides not to tell you after all, then accept that and let them know that you are always ready to listen
- As soon as possible write down what has been shared

Helpful Responses

- "You have done the right thing in telling"
- "That must have been really hard"
- "I'm glad you have told me"
- "It's not your fault"
- "I will help you"

Don't Say

- "Why didn't you tell anyone before?"
- "I can't believe it!"
- "Are you sure this is true?"
- "Why? How? When? Who? Where?"
- Never make false promises
- You can keep it confidential
- Never make statements such as "I am shocked, don't tell anyone else"

Further Guidance

- In conclusion, reassure the child/young person, show acceptance of what they have said and tell them what you are going to do next.
- Contact one of the "Child Protection Officers" or contact an agency such as the CCPAS or Social Services.
- Such information should be kept for an indefinite period in a secure place.

24. What to do about a concern or allegation of abuse

The nature and severity of concerns will vary and accordingly so will the necessary response.

- Adults must understand the importance of listening to children/young people and respond appropriately to any disclosures.
- Do not prompt the child/young person or ask leading questions but listen and confirm what you have heard if necessary.
- In a situation which appears not to be an emergency the concerns should be passed to one of the 'Child Protection Officers' who will decide whether immediate action should be taken but difficulty in contacting one of these persons should not delay action being taken. (see item 1 above)
- In an emergency one of the 'Child Protection Officers' should be contacted. If this is not possible, the leader should contact CCPAS or Cardiff Social Services for advice and the case should be formally referred to Social Service if so advised. All telephone referrals should be followed up in writing within 48 hours by the leader who was the direct recipient of disclosure information or who witnessed the incident.
- When allegations are made against a staff member we will contact local Social Services for their guidance on whether the worker will be required to withdraw from work while the investigation is carried out.
- One of the 'Child Protection Officers' will inform the centre director of significant events who will ensure that our insurers are aware of any allegations.
- It is the right of any individual to make direct contact with external agencies to voice child protection concerns although we recommend contacting our child protection officers.
- We will offer pastoral and practical support to affected families.
- Parents who may be implicated in situations of sexual abuse should not be informed of any allegations, this being an immediate task for Social Services or the Police, allowing an investigation to be unhindered. In situations of physical abuse or neglect parents may be informed of allegations where it is believed that the child/young person will not be at risk of significant harm after parents are made aware of the allegations.